

## Assignment 2

Textbook Assignment: "Management (continued) and Procurement." Pages 3-7 through 4-5.

Learning Objective: Identify the procedures for flow process analysis and determine the best methods for devising effective workflow process charts for various resale and service activities. Determine the factors that should be used in the establishment of work schedules and operating times for various resale and service operations.

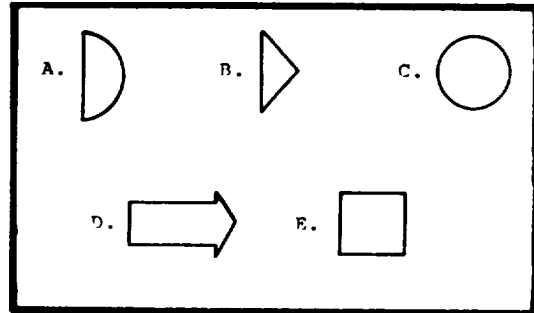


Figure 2A.

2-1. What information is listed on a flow process analysis?

1. Inventory of spaces and equipment
2. List of functions as they relate to tasks
3. Work count for individual work items
4. Sequence of steps that must be performed in an operation

2-2. What total number of different symbols can you use to identify the steps on a flow process chart?

1. Five
2. Two
3. Six
4. Four

2-3. Which of the following factors should you consider when establishing a laundry schedule?

1. The amount of work to be processed in a given time frame
2. The number and competency of the personnel assigned
3. Preference of the command
4. All of the above

IN ANSWERING QUESTIONS 2-4 through 2.8, SELECT THE FLOW CHART SYMBOL IN FIGURE 2A THAT ACCURATELY CORRESPONDS TO THE FUNCTION USED AS THE QUESTION.

2-4. Transportation.

1. A
2. B
3. C
4. D

2-5. Operation.

1. B
2. C
3. D
4. E

2-6. Inspection.

1. E
2. D
3. C
4. B

2-7. Delay.

1. D
2. C
3. B
4. A

2-8. Storage.

1. D
2. C
3. B
4. A

2-9. Normally, what total number of pounds of laundry should your laundry facility process per week per person?

1. 8 lb
2. 16 lb
3. 20 lb
4. 24 lb

2-10. Laundry facilities should be adequate to process 16 pounds of finished work per week per each chief petty officer or officer.

1. True
2. False

2-11. To get a rough idea of how much laundry you may be required to process, you must multiply your crew size by what number?

1. 11
2. 16
3. 3.15
4. 24

You are laundry supervisor on the USS ACADIA (AD42) which has 3000 members aboard. Two hundred are chief petty officers and 130 are officers.

Figure 2B

IN ANSWERING QUESTIONS 2-12 THROUGH 2-14, REFER TO FIGURE 2B.

2-12. What total number of pounds of laundry should be processed weekly for your ship's crew?

1. 20,000 lb
2. 30,000 lb
3. 72,000 lb
4. 85,000 lb

2-13. What total number of pounds of laundry will be processed for the chief petty officers and officers weekly?

1. 3000 lb
2. 5000 lb
3. 5280 lb
4. 7920 lb

2-14. What total number of pounds of laundry will be processed for all members aboard monthly?

1. 256,320 lb
2. 275,520 lb
3. 288,000 lb
4. 320,800 lb

2-15. The best laundry schedule is one that provides for

1. daily service
2. service every other day
3. biweekly service
4. the requirements of the ship

2-16. Concerning each laundry lot, a good laundry schedule should include which of the following items of information?

1. Hour of pickup and the day and hour of delivery
2. Type of lot and the personnel who delivered it
3. Individuals and groups to whom the lot belongs
4. All of the above

2-17. The primary purpose for the use of the appointment system for the scheduling of appointments in the barbershop is to provide

1. the barbers with ample time for cleaning their tools between appointments
2. division officers and petty officers better control when dealing with personnel
3. better service for barbershop patrons
4. the barber with the opportunity to overschedule appointments in case appointments are missed

2-18. In scheduling haircuts in the barbershop, you should consider which of the following factors?

1. The number of personnel aboard
2. The number and competency of barbers
3. The daily workload of each barber
4. All of the above

- 2-19. The barbershop appointment schedule should be designed so that the number of patrons who must wait for a barber does NOT exceed what maximum number per barber?
1. One
  2. Two
  3. Three
  4. Four

- 2-20. A barber can usually give a satisfactory haircut in what total number of minutes per patron?

1. 10 minutes
2. 15 minutes
3. 20 minutes
4. 30 minutes

- 2-21. In an 8-hour day, a busy barber should normally be able to complete what total number of haircuts?

1. 19
2. 24
3. 30
4. 36

- 2-22. Which of the following systems is/are recommended for the scheduling of appointment in the barbershop?

1. Appointment system
2. Division schedule
3. Both 1 and 2 above
4. Quarterly schedule

- 2-23. In the appointment system, what person should maintain the appointment sheets?

1. Barber
2. Senior barber
3. Barbershop supervisor
4. Division leading petty officer

- 2-24. In the division schedule system, what person controls the scheduling of appointments in the barbershop?

1. Barber
2. Barber supervisor
3. S-3 division officer
4. Division petty officer

- 2-25. Barbershop appointment sheets should be retained in the barbershop for what maximum period of time?

1. 1 week
2. 2 weeks
3. 3 weeks
4. 4 weeks

- 2-26. In addition to other reasons, the barbershop supervisor should save all appointment sheets in case personnel complain about not being able to get haircut appointments and because some members who fail inspection might try to claim that they really did receive haircuts in the barbershop before inspection.

1. True
2. False

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Learning Objective: Recognize the ways in which managers determine if manpower is being used effectively in work assignments.

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- 2-27. Which of the following statements represents a principle of organization and a personnel management guideline a good supervisor should follow?

1. Duties must never be assigned to specific individuals
2. Obscure jobs should not be assigned as responsibilities
3. Infrequent jobs should never be assigned until the last minute
4. Each duty that must be performed should be assigned to a specific individual in the organization

- 2-28. When individuals are assigned to jobs, they should have a thorough knowledge of all of the procedures required.

1. True
2. False

- 2-29. When you have your best person do all the work, which of the following measures are you taking?

1. Penalizing the person for being a good, dependable worker
2. Rewarding the person by letting the person take on more responsibility
3. Putting the person in a position to be liked by everyone
4. Making other individuals dislike the person

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Learning Objective: Recognize how authority is delegated through fair and responsible leadership and determine the circumstances under which delegation of authority should take place.

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- 2-30. The principle of unity of command states that the final responsibility and authority at each level rest with one person.
1. True
  2. False
- 2-31. As a supervisor, you must remember that authority should be commensurate with which of the following attributes?
1. Respect
  2. Responsibility
  3. Accountability
  4. Knowledge
- 2-32. You should delegate authority as far down the chain of command as possible without loss of control over policy or procedure.
1. True
  2. False
- 2-33. Delegation of authority relieves superiors of overall responsibility.
1. True
  2. False
- 2-34. Which of the following recommendation will provide good guideline for effective delegation of authority?
1. Provide clearly stated policy guideline
  2. Select capable subordinates
  3. Set up proper controls
  4. All of the above

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Learning Objective: Identify the categories into which types of stock items procured for resale in a ship's store are divided, and identify the methods used for authorization of merchandise for resale.

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- 2-35. Ship's store merchandise is basically divided into what total number of categories?
1. One
  2. Two
  3. Three
  4. Four

- 2-36. Most of the stock that is ordered by ship's store is included in which of the following categories?
1. U.S. merchandise for stock
  2. U.S. merchandise for special order
  3. Foreign merchandise for stock
  4. Foreign merchandise for special order
- 2-37. The Ship's Store Afloat Catalog is published by which of the following organizations?
1. Navy Finance Center
  2. Defense Logistics Agency
  3. Navy Resale and Services Support Office
  4. Government Accounting Office
- 2-38. Which of the following resources is/are (a) tool(s) used in procurement of ship's store stock?
1. NAVSUP P-487
  2. Ship's Store Afloat Catalog
  3. Ship's Store Contract Bulletin
  4. All of the above
- 2-39. Items for special orders are generally carried in stock.
1. True
  2. False
- 2-40. What officer can direct the ship store officer to collect for special orders in advance?
1. Division Officer
  2. Supply officer
  3. Executive officer
  4. Commanding officer
- 2-41. A special order certification includes all EXCEPT which of the following information concerning the person, who is placing the order?
1. Name
  2. Division
  3. Grade or rate
  4. Time in service
- 2-42. What cost limitation associated with an authorized item of U.S. merchandise applies to special orders for this item?
1. \$500 per unit cost of the item
  2. The ability of the patron to pay
  3. The same limitation that applies for all such items held in stock
  4. The same limitation that is shown in the Ship's Store Afloat Catalog or the Authorized Stock List for the item

- 2-43. Items listed in the Ship's Store Afloat Catalog for special orders should also be ordered for stock.
1. True
  2. False
- 2-44. Standard Navy clothing items of unusual sizes on special orders are procured for which of the following reasons/persons?
1. For stock during deployment only
  2. For special order stock only
  3. For individuals only
  4. For engineer repay teams only
- 2-45. Procurement of gold rating badges and service stripes on special orders for patrons is limited to E-7s and above.
1. True
  2. False
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- Learning Objective: Identify the appropriate procedures for the procurement of foreign and U.S. merchandise.
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- 2-46. When are you allowed to stock foreign merchandise?
1. When your ship is outside the 3-mile limit only
  2. During your ship's deployment only
  3. When your ship is in the local area of operation only
  4. Anytime as long as limitations are observed
- 2-47. For the Pacific Fleet Foreign Merchandise Program, warehouses of foreign merchandise have been established in Yokosuka, Japan and Subic Bay, Republic of the Philippines.
1. True
  2. False
- 2-48. Procurement of which of the following items of foreign merchandise is prohibited for ship's stores afloat?
1. Furs
  2. Autos
  3. Wines
  4. All of the above
- 2-49. Foreign merchandise from approved communist-controlled areas can be procured within specific limitations.
1. True
  2. False
- 2-50. Stocks of foreign merchandise in the ship's store may present a problem that is not associated with U.S. merchandise for which of the following reasons?
1. Foreign merchandise does not have the sales appeal of U.S. merchandise
  2. Losses resulting from markdowns of foreign merchandise must be absorbed by the ship's store
  3. Foreign merchandise must be disposed of before the ship returns to the U.S.
  4. Foreign merchandise cannot be transferred to other ships
- 2-51. Which of the following guidelines can help you avoid being overstocked with foreign merchandise?
1. Consult and use the NAVRESSO bulletins
  2. Estimate carefully the potential sales
  3. Obtain all foreign merchandise early
  4. All of the above
- 2-52. Your ship will leave Marseilles, France, for Pensacola, Florida, on 10 June after operating in the area for over 90 days. What is the latest date that you should schedule delivery of foreign merchandise in Marseilles other than special order items for members of the crew?
1. 1 May
  2. 20 May
  3. 30 May
  4. 10 May
- 2-53. Your ship is operating in an overseas area from May 1 to May 28. What limitation must you observe for procuring foreign merchandise?
1. Cash basis only
  2. Special orders only
  3. Commanding officers cost limitations only
  4. Substitution of like items of U.S. merchandise only

- 2-54. By what means can SH2 Lisa Rankin procure foreign merchandise while her ship is in Pensacola, Florida?
1. Special orders through the ship's store
  2. Special orders through the local Navy exchange
  3. Special orders through the exchange mail order program
  4. Program orders through NAVRESSO representative
- 2-55. The advantage of making customers aware of using the exchange mail order program is the opportunity for your ship to receive rebate checks.
1. True
  2. False
- 2-56. At least how often does NAVRESSO distribute rebate checks to ships participating in mail order sales?
1. Monthly
  2. Quarterly
  3. Triennially
  4. Annually
- 2-57. Rebate checks go directly to ship's store profits, Navy, as which of the following types of receipts?
1. Refund
  2. Contribution
  3. Gain by Inventory
  4. All of the above
- 2-58. In addition to general limitations that apply to all merchandise, qualitative limits are specified for which of the following types of merchandise?
1. Cameras
  2. Jewelry
  3. Sun glasses
  4. Leather goods
- 2-59. Which of the following items is/are NOT authorized for stock and sale through ship's store?
1. Beer
  2. Wallets
  3. Nail files
  4. Sunglasses
- 2-60. Authorized items of stock such as lighters, cups, and stationery that bear your ship's identification should be limited to what total number of days of stocks?
1. 120
  2. 60
  3. 30
  4. 90
- 2-61. You should limit stock with your ship's identification to what maximum percentage of your ship's total complement?
1. 10%
  2. 20%
  3. 25%
  4. 40%
- 2-62. What limiting factor applies to the quantity of tax-free tobacco products you may stock?
1. Anticipated sales for 90 days
  2. Sales of the previous 90 days
  3. Anticipated sales while your ship is beyond the 3-mile limit
  4. Anticipated sales to 40 percent of your ship's complement
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- Learning Objective: Recognize the cycle used by the Navy for effective stock control, and identify how stock turn affects the senior Ship's Servicemen as a buyer.
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- 2-63. The primary purpose of effective stock control in a ship's store is to ensure a stock level that will accomplish which of the following objectives?
1. Keep the storeroom full at all times
  2. Provide most of the essential items most of the time
  3. Generate maximum sales with minimum inventory
  4. Offer a complete range of all authorized items
- 2-64. Procurement of ship's store stock is financed by what source?
1. Current year's appropriation
  2. Navy Stock Fund
  3. Ship's Store Profits Navy
  4. Profile from each individual store

- 2-65. In a ship's store afloat, what primary factor(s) determine(s) the amount of inventory?
1. Procurement
  2. Markups
  3. Surveys
  4. Sales
- 2-66. In a ship's store, profits on sales are determined by which of the following factors?
1. The amount of markup over cost on the items sold
  2. The value total inventory
  3. The volume of sales
  4. The total inventory value of the retail store
- 2-67. Your failure to maintain sufficient stock on board will ultimately result in decreased sales for your ship's store.
1. True
  2. False
- 2-68. NAVRESSO recommence that you maintain whet optimum ratio of sales to stock at cost price to your beginning inventory for each 4-month accounting period?
1. 1.20 to 1
  2. 1.50 to 1
  3. 1.10 to 1
  4. 1.33 to 1
- 2-69. "Stock turn" simply means that a 90-days supply of stock should "turn over" one and one-third times in a period of whet maximum number of days?
1. 360
  2. 120
  3. 180
  4. 90

- 2-70. An accounting period covers how many months?
1. 6
  2. 2
  3. 3
  4. 4
- 2-71. You can obtain your stock turn figure by using what formula?
1. By multiplying cash sales by opening inventory
  2. By dividing opening inventory by cash sales
  3. By dividing expenditures by opening inventory
  4. By subtracting cash sales from opening inventory

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IN ANSWERING QUESTIONS 2-72 THROUGH 2-74, SELECT THE STOCK TURN FIGURE IN COLUMN B THAT CORRECTLY CORRESPONDS TO THE EXPENDITURES/OPENING INVENTORY FIGURES LISTED IN COLUMN A FOR EACH QUESTION.

	A. <u>EXPENDITURES/</u> <u>OPENING INVENTORY</u>		B. <u>STOCK TURN</u>
2-72.	\$8,000	\$6,000	1. 1.54
2-73.	\$7,400	\$6,200	2. 1.40
2-74.	\$16,000	\$10,400	3. 1.33
			4. 1.19

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- 2-75. Optimum stock level (inventory) is defined as an optimum supply of stock to cover what total number of days?
1. 90
  2. 120
  3. 180
  4. 365